

James Turner

Software Implementation Specialist

CONTACT

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United States, San Francisco, CA

EDUCATION

Bachelor of Science in Information Systems

San Francisco State University,
Graduated: May 2016

Certifications

- **ITIL 4 Foundation Certification-**
, November 2022
- **Microsoft Certified: Azure Fundamentals**, February 2021
- **Certified ScrumMaster (CSM)-**
, September 2020

Professional Development

- **Advanced SaaS Integration Techniques** – *Coursera*, Completed June 2023
- **Project Management in IT** – *LinkedIn Learning*, Completed March 2022
- **Data Migration Best Practices** – *edX*, Completed October 2021

LANGUAGES

- English: Native
- Spanish: Intermediate

PROFESSIONAL SUMMARY

Dynamic Software Implementation Specialist with over 6 years of experience delivering end-to-end SaaS solutions for diverse industries. Expertise in client onboarding, data migration, system integrations, and post-implementation support.

EXPERIENCE

Software Implementation Specialist

2019 - Now

CloudSoft Solutions, San Francisco, CA

- Lead end-to-end client onboarding processes, including data migration, system configuration, and integration with third-party tools.
- Conduct in-depth training programs for clients and internal teams, enabling effective use and adoption of software solutions.
- Monitor project performance metrics and implement process improvements that reduced average onboarding time by 15%.
- Collaborate with cross-functional teams, including sales, development, and support, to resolve client issues.

Implementation Consultant

2016 - 2019

SoftTech Systems, San Francisco, CA

- Oversaw system testing and quality assurance for software integrations, minimizing downtime and compatibility issues.
- Delivered post-implementation support, addressing user concerns and implementing software upgrades based on client feedback.
- Contributed to technical documentation and user manuals to facilitate ongoing client training and support.

SKILLS

SaaS Implementation and Customization	★★★★★
Data Migration and Integration (CRM, ERP)	★★★★★
Agile Project Management (Scrum)	★★★★★
Cloud Platforms: Azure, AWS	★★★★★
System Troubleshooting and Quality Assurance	★★★★★
Client Training, Support, and Documentation	★★★★★
Stakeholder and Vendor Collaboration	★★★★★